

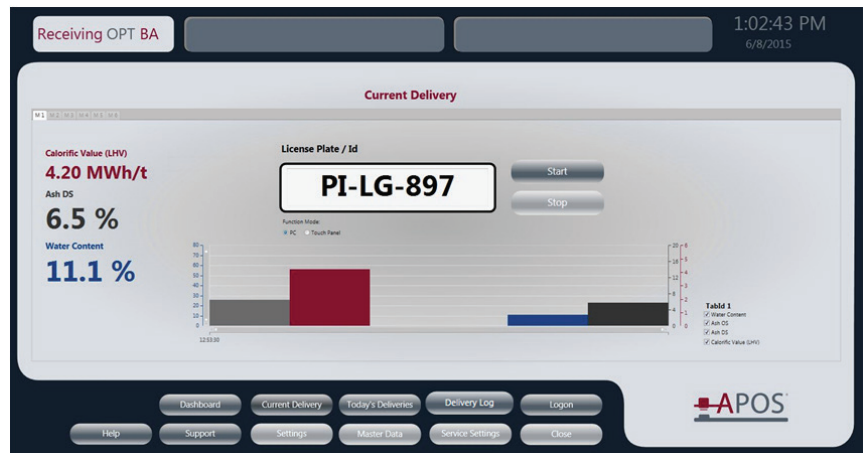
# Maintenance Package



## We won't leave you alone!

With the maintenance agreement APOS guarantees constant accurate measuring results and keeps your system up to date. APOS offers a corresponding maintenance package covering the following:

- Annual system inspection including replacement of the NIR bulbs and,
- 10 hours of support through APOS hotline,
- Updates/failure corrections for the software provided with the system (several times per year, if needed),
- Upgrades of the software installed to APOS newest development status,
- Maintenance of the calibration models supplied with the system.



## The details of the APOS maintenance package as follows:

**SYSTEM MAINTENANCE:** Our service technician visits your plant once a year (i.e. when you have scheduled a standstill), cleans and checks the total system, deinstalls the measuring head, replaces the bulbs and sets the system back into operation together with you.

**HOTLINE:** Our hotline is available for you for 10 hours per year. All inquiries via email or hotline are tracked in our system. APOP provides an estimate of how many man-hours and how much time is required for solving the problem.

**SOFTWARE MAINTENANCE:** We automatically correct bugs in the software via remote control, but only with customer's approval.

**SOFTWARE UPDATES:** APOS continuously develops control panels, analytics and user software. As a maintenance agreement customer, your system is always up to date.

**CALIBRATION MAINTENANCE:** The customer sends APOS 10 samples of his material once per year. APOS analyses the samples in its own laboratory, measures the samples with the APOS reference system and adjusts the calibrations on the customer's system by remote control, if needed.

APOS will quote prices per system upon request. We offer special conditions for several systems at one location. The maintenance prices are including all man-hours and maintenance materials. Travel costs and material costs not included in the maintenance are charged separately.